



PORTLAND VA MEDICAL CENTER

*Portland, Oregon Division
Vancouver, Washington Division
Community Based Outpatient Clinics
Salem, OR Bend, OR
Camp Rilea (Warrenton, OR)*



NOTICE OF VACANCY

| 1. <u>Announcement Number</u> | 2. <u>Title, Series, Grade, Salary</u> | 3. <u>Tour of Duty</u> | 4. <u>Duty Station</u> |
|--|---|------------------------|--|
| MP-11-0003-KS | IT Specialist (PD# 1772) GS-2210-9 Target 11 \$54,032 to \$78,445 per annum (Based on full-time employment) | 8:00a – 4:30p M-F | Office of Information and Technology, Portland Division |
| 5. <u>Type & Number of Vacancies</u> | 6. <u>Contact</u> | 7. <u>Opening Date</u> | 8. <u>Closing Date</u> |
| Permanent 1 Full-time position | Human Resources Assistant 503-273-5236 | 10/4/2010 | 10/25/2010 |

- This position is in the bargaining unit
- Relocation/Recruitment and PCS are not authorized.

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 and Title 38 Hybrid employees eligible under the interchange agreement and people eligible under special hiring authorities

MAJOR DUTIES:

The incumbent works closely with end-users and the Technical Applications Coordinator's (TAG) and ADPACS to develop and manage customers service performance requirement; develop customer support policies, procedures and standards; research, evaluate, and provide feedback on problematic trends and patterns in customer support requirements; diagnose and resolve problems in response to customer requests; and ensure the rigorous application of information security policies, principles, and practices in the delivery of customer support services. This includes identification of the problem or performance needs of customers, researching, development and implementation of the identified solution. The incumbent will be responsible for independently installing, configuring, troubleshooting, and maintaining custom hardware and software. Hardware devices range from printers to laptops to desktop PCs. Software support includes all of the clinical and administrative applications used at the PVAMC including CPRS, Vista Imaging, Win9x, NT, Windows 2000, Microsoft Office, VISTA, and other applications as identified by PVAMC's Technology and Information Management (TIM) services. Leads a team of employees performing work between the GS-3 and GS-9 grade levels and GS-1 students or work-studies as assigned. Provides guidance and technical direction for accomplishing the work of the team. Ensures the work assignments of employees in the team are carried out. Works with the supervisor in the assignment of functions to team members in order to meet routine and unusual deadlines and priorities. Serves as team leader, ensuring the work assignments of employees in the team are carried out. Distributes and balances workload and tasks among employees in accordance with established workflow and/or job specialization. In case of shortage of personnel due to scheduled or unscheduled leave, the incumbent will be responsible for filing in and for distributing the workload to other team members to ensure smooth workflow. Ensures timely accomplishment of assigned tasks, and ensures that each employee has enough work to keep busy. Maintains a current knowledge and answers questions of other employees procedures, policies and directives. Trains or arranges for the training of team members in the accomplishment of tasks or projects. Gives on-the-job training to new employees in accordance with established procedures or practices. Monitors and reports on the status and progress of work, checking on work in progress and reviewing completed work to see that the supervisor's instructions on work priorities, methods, deadlines and quality have been met. Amends or rejects work not meeting established standards; refers questions or matters not covered by standards and problems in meeting performance standards to the supervisor. Obtains assistance and/or needed information from the supervisor on problems that may arise or backlogs that cannot be disposed of promptly. Performs the following limited administrative personnel management functions:

- Monitors working conditions such as seating, ventilation, lighting and safety.
- Provides information to the supervisor concerning promotions, reassignment, recognition of outstanding performance and personnel needs.
- Informs employees of available employee benefits, services and work-related activities.
- Reports to supervisor on performance, progress and training needs of employees, and on behavior problems.
- Resolves simple, informal complaints of employees and refers others, such as formal grievances and appeals, to the supervisor or an appropriate management official.

(Continued on next page)

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-2210 series applies and may be reviewed at the following Website: <http://www.opm.gov/qualifications/Standards/IOs/gs2200/2210-AltA.asp>. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" is applicable.

TIME-IN-GRADE REQUIREMENT: Applicants applying under Merit Promotion procedures must meet applicable time-in-grade requirements to be considered eligible. This means current or former Federal employees must have completed a minimum of 52 weeks at the next lower grade level GS-7 position and grade level GS-7 to qualify at the GS-9 position. This requirement is in addition to the experience required below.

Specialized Experience: You must have one year of specialized experience at a level close to the work of this job that has given you the particular knowledge, skills, and abilities required to successfully perform. Typically we would find this experience in work within this field or a field that is closely related. Experience must be IT related; the experience may be demonstrated by paid or unpaid experience and/or completion of specific, intensive training (for example, IT certification), as appropriate individuals must have IT-related experience demonstrating each of the four competencies listed below. The employing agency is responsible for identifying the specific level of proficiency required for each competency at each grade level based on the requirements of the position being filled.

1. Attention to Detail - Is thorough when performing work and conscientious about attending to detail.
2. Customer Service - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.
3. Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
4. Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives

Education: To qualify based on education, submit copy of transcript or list of courses with credit hours, major(s), and grade-point average or class ranking. Application materials will not be returned. Submit proof of your education with a transcript or list of courses with credit hours, major(s), and grade point average or class ranking. We will be unable to return these to you. You can receive credit for education received outside the United States if you provide evidence that it is comparable to an accredited educational institution in the United States when you apply.

All academic degrees and coursework must be from accredited or pre-accredited institutions

Graduate Education: Degree in computer science, engineering, information science, information systems management, mathematics, operations research, statistics, or technology management or degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems or networks. GS-9 (or equivalent) master's degree or equivalent graduate degree or 2 full years of progressively higher level graduate education leading to a master's degree or equivalent graduate degree

BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

1. Ability to analyze complex medical center computer problems, research solutions to computer system and service issues and provide guidance, instruction, maintenance and trouble-shooting services in the operation of networked and personal computers, peripherals and medical equipment.
2. Skill in supporting a wide range of computer applications and procedures and the ability to perform a variety of assignments in support of medical center IT operations. This includes installation, configuration and modification of, PCs, monitors, scanners, printers, laptops (including encryption) and PDAs.
3. Experience with a wide variety of software and hardware and the ability to analyze and determine configuration requirements as well as troubleshoot errors in order to perform effective installation of software on PCs and patient critical care systems.
4. Experience with Project Management, including managing scope (project size, goals, and requirements) time (task durations, dependencies, and prioritization) and effective documentation.
5. Ability to, form, lead and motivate a team, possess excellent interpersonal and conflict resolution skills, provide guidance and technical direction; distribute and balance workload among team members, monitor performance of the team, ensure all tasks are completed on time and according to specifications.
6. Ability to interpret and relay policies and directives, lead with a positive "can do" attitude, and quickly adapt to changing priorities.

CONDITIONS OF EMPLOYMENT:

- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future Under Executive Order 11935, only United States citizens and nationals (residents of American Samoa and Swains Island) may compete for civil service jobs. Agencies are permitted to hire noncitizens only in very

limited circumstances where there are no qualified citizens available for the position.

- If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law (5 U.S.C. 3328) requires that you must register with the Selective Service System, unless you meet certain exemptions.
- A security clearance and a favorable suitability determination are required. Misconduct in prior employment, criminal, dishonest or disgraceful conduct, habitual use of intoxicating beverages, abuse of narcotics, drugs or other controlled substances, or reasonable doubt of loyalty to the United States are examples of reasons an offer of employment maybe denied..
- It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

HOW TO APPLY:

Portland VAMC Permanent employees submit:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (Due **10/18/2010**).
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (Optional)
4. OF-612 and/or Resume.

Other VA Permanent Employees submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612. (Required).
2. Latest SF-50, Notification of Personnel Action (Required)
3. [VAF 4676a, Employee Supplemental Qualifications Statement](#) .
4. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (Optional).
5. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later)
6. Latest performance appraisal

All application packets must be received in Human Resources by Close of Business (COB) on 10/25/10 (except as noted above). Application forms may be obtained in Human Resources Office or on our internal website. <http://vaww.portland.med.va.gov/Departments/CFO/HR/>. **Applications may be placed in our internal email box: PortlandVAJobs@va.gov** (this email box is to receive applications only. Any questions must still be referred to the Human Resources front desk (503-273-5236) and will be assigned to the appropriate Staffing Specialist.)

Applications may be mailed to:
Portland VA Medical Center, P4HRMS
Attn: MP-11-0003-KS
PO Box 1034
Portland, OR 97207
Or faxed to:
503-273-5029

Or brought in person to:
Portland VA Medical Center
3710 SW US Veterans Hospital Rd
Building 16, Room 300
Portland OR 97239
Or emailed to:
PortlandVAJobs@va.gov

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.
- Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept in a US government envelope.**